

IT Systems Administrator

Colorado Department of Higher Education

POSTING DATE: 2/24/2022

CLOSING DATE: 3/25/2022

COMPENSATION: \$65,000-\$75,000 annually

DESCRIPTION OF JOB:

The role of the IT Systems Administrator is to assist the Director of Information Technology in providing a secure and reliable end-user experience in a hybrid work environment.

This is accomplished by maintaining and improving our existing network and server infrastructure, providing quality desktop and mobile computing technology, leveraging new and emerging technology, and implementing best practices at all levels of our IT operations.

All members of the IT department are expected to assist with end-user support in addition to their daily duties and responsibilities. This is to ensure that all technical issues for the staff of CDHE are resolved in a timely manner while developing and maintaining a collaborative working relationship with the staff and key stakeholders within CDHE and the Colorado Commission on Higher Education (CCHE).

This position will afford the right candidate the opportunity to work with a wide variety of technologies, expand their skillsets in multiple IT disciplines, and signoff everyday knowing that our work is making a positive impact on our fellow Coloradans.

Essential Duties & Responsibilities

Technical duties include but are not limited to the following:

- Design, implementation, and management of Microsoft Active Directory
- File and Print services (ex. Printer Server, DFS)
- Microsoft Exchange
- Microsoft Office 365 services administration (ex. Azure AD, Exchange, Teams, OneDrive, etc.)
- Domain Name Services (DNS)
- Dynamic Host Configuration Protocol (DHCP)
- Applying operating system updates, patches, and configuration changes
- Administration and maintenance of VMware virtual server infrastructure
- Management of servers (both virtual and physical)
- Enterprise-grade storage area networks
- Firewalls, switches, routers, routing protocols, and wireless access points
- Maintains and supports disaster recovery backup procedures
- Image, configure, and deploy end-user computer equipment
- Occasional night and weekend hours are required to assist with system upgrades, maintenance and troubleshooting of mission-critical systems

OTHER DUTIES & Responsibilities

Performs other duties as assigned.

Minimum Qualifications / Competencies

- Experience using, deploying, and supporting the following Operating Systems:
 - Windows 10; Windows Server 2008/2012/2019
- Experience using, deploying, and supporting Microsoft Office Professional
 - Office 365 (Word, Excel, PowerPoint, Outlook, OneDrive, Teams)
- Experience using, deploying, and supporting networked printers and local scanners
- Experience supporting web-based copier functions
 - Scan-to-Email Address Books
 - Scan to Network Share
- Experience with the following technologies:
 - Active Directory; DHCP; DNS; Exchange; DFS; Firewall; VPN
- Customer Service
 - Ability to establish and maintain effective working relationships with customers
 - Must possess excellent customer service soft skills
 - Can express complex technical information effectively to non-technical personnel
- Excellent time management skills to juggle multiple initiatives
- Strong organization and communication skills with a high attention to detail
- Ability to work well in a team environment
- Ability to demonstrate initiative as a motivated "self-starter"
- Ability to design, implement, and document system configuration
- Ability to troubleshoot hardware and software
- Graduation from an accredited college or university with an Associate's degree in computer information systems or computer science. Equivalent work experience may be considered in lieu of degree

Preferred Qualifications

- Previous experience in working with the following technologies:
 - Backend webserver services (ex. Microsoft IIS)
 - VMware vSphere
 - Enterprise firewalls and managing access rules
 - Storage area network (SAN)
 - Administering Microsoft Exchange email services
 - Administering Microsoft 365 Admin Center
 - Enterprise backup solutions

APPLICATION PROCEDURES:

To be considered for this position, candidates must possess the minimum qualifications listed above and submit the following: Cover letter and resume. Submit your completed application materials to:

HR@dhe.state.co.us

Or:

Colorado Department of Higher Education
Attention: Human Resources
1600 Broadway, Suite 2200
Denver, Colorado 80202

This position is not governed by the selection process of the classified personnel system and is not part of the classified state personnel system.

Consistent with the State's Universal Policy on Flexible Work Arrangements, CDHE permits Flexible Work Arrangements (FWA) and this role qualifies for FWA participation. However, FWA is evaluated and granted by the appointing authority at their discretion based on business need, the nature and function of the work performed, and employee performance.

Employees of the State of Colorado must be authorized to work in the United States and be residents of Colorado. The Department of Higher Education does not assist with relocation expenses

Effective September 20, 2021, employees will be required to attest to and verify whether or not they are fully vaccinated for COVID-19. Employees who have not been fully vaccinated may be required to submit to serial testing in the future. Upon hire, new employees will have three (3) business days to provide attestation to their status with proof of vaccination. Vaccinated employees must provide proof of vaccination.

Note: Fully Vaccinated means two (2) weeks after a second dose in a two-dose series of the COVID-19 vaccine, such as the Pfizer or Moderna vaccine, or two (2) weeks after the single-dose vaccine, such as Johnson & Johnson's Janssen vaccine, as defined by the most recent State of Colorado's Public Health Order and current guidance issued by the Colorado Department of Public Health & Environment.

Application Deadline: Position will remain open until filled. Application review begins immediately and position start is immediate.

Employment is contingent on successful completion of a criminal background check.

The Colorado Department of Higher Education offers benefits for this position which include medical, dental, vision, and life insurance available to the employee and eligible dependents on a cost share basis between employee and the Department. Disability insurance is provided at no cost to the employee. Paid leave time is accrued at 14 hours per month for vacation leave and 10 hours per month for sick leave. There are 10 paid holidays in a calendar year.

Employees of the State of Colorado do not contribute to Social Security, but contribute to Colorado Public Employee Retirement Association (PERA)

The State of Colorado believes that equity, diversity, and inclusion drive our success, and we encourage candidates from all identities, backgrounds, and abilities to apply. The State of Colorado is an equal opportunity employer committed to building inclusive, innovative work environments with employees who reflect our communities and enthusiastically serve them. Therefore, in all aspects of the employment process, we provide employment opportunities to all qualified applicants without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity or expression, pregnancy, medical condition related to pregnancy, creed, ancestry, national origin,

marital status, genetic information, or military status (with preference given to military veterans), or any other protected status in accordance with applicable law.

The Colorado Department of Higher Education is committed to the full inclusion of all qualified individuals. As part of this commitment, our agency will assist individuals who have a disability with any reasonable accommodation requests related to employment, including completing the application process, interviewing, completing any pre-employment testing, participating in the employee selection process, and/or to perform essential job functions where the requested accommodation does not impose an undue hardship. If you have a disability and require reasonable accommodation to ensure you have a positive experience applying or interviewing for this position, please direct your inquiries to our Human Resource Director, Cindy Langan, at HR@dhe.state.co.us or call 720.264.8575.